

METHODS, SYSTEMS, AND STORAGE MEDIUMS FOR INTEGRATING
SERVICE REQUEST GENERATION SYSTEMS WITH A SERVICE ORDER
CONTROL SYSTEM

ABSTRACT

[0035] Exemplary embodiments include methods, systems, and storage mediums for integrating service request generation systems with a service order control system. The method includes converting data in a service request into an open data format resulting in a converted service request. The method further includes validating the converted service request utilizing user-defined business logic. The validation includes performing accuracy checks and consistency checks of data fields and data within the converted service request. The method further includes resolving any errors and inconsistencies detected from the validation resulting in a validated service request, generating a service order using the validated service request, and transmitting the service order to a service order control application.